Appendix 5 to Office of Refugee Services Quality Assurance Review Guide: Older Refugee Program (ORP)

Agency La Crosse AHMA

I.   Refugee Elderly Population and Number Served

a)   Estimate the total refugee elderly population (ages 60 and up) in   Enter #
         your service delivery area

b)   Indicate your total active caseload   Enter #

II.   Advisory Council – Area Aging Agency

Do you have a contract with the AAA?

a)   Who is your contact in AAA?   _____

b)   Is there a financial support from AAA?   Enter $

c)   How often are meetings held? (attach copies of minutes)   Enter #

III.   Community Support and Trainings

(a) Describe any written inter-agency agreements or service contracts for refugee elderly services. Also, describe any training, participation or representation on local elderly related conferences or committees:

_____

_____

_____

_____

_____

(b) Do your ORP staff participate in regular meetings of other agencies serving elderly in the community? Describe topics and frequency for such meetings:

_____

_____

_____

_____

IV.   Reports

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a)   Quarterly Performance Reports (QPRs)

1) Are the QPRs submitted in a timely manner?	Yes	No
2) Is the narrative of the QPRs complete?	Yes	No
3) Are the schedules/tables of the QPRs completed accurately?	Yes	No

b)   CARS Expenditure Reports

1) Are ORP monthly CARS Expenditure Reports forwarded in a timely manner to the DWD CARS Unit?	Yes	No
2) Do the ORP monthly CARS Reports accurately reflect current agency number, agency type, and profile numbers?	Yes	No
3) Does the amount reported in the monthly CARS Expenditure Reports project to exceed the current ORP budget?	Yes	No
4) Are monthly CARS Expenditure Reports reporting actual costs or estimated costs?	Actual	Estimated
5) Is the agency submitting CARS Reports electronically?	Yes	No
6) If yes, is the ORS Contract Monitor receiving a copy?	Yes	No
7) How is ORS receiving a copy?	Electronic	Paper

V.   Case File Maintenance

How do you document activity in the case files?

	Enter Number		
(1) Total Active Caseload (from the most recent QPR)			
(2) Number of Files reviewed			
	Always	**Some-times**	**Never**
(3) Do the case files contain documentation of refugee or asylee status? (to include copies of the I-94 or 'Green Card')			

(4) Is program eligibility documented? (are intake, assessment forms completed?)			
(5) Enter the number of cases that may not be eligible for refugee services.	**Enter Number:**		
(6) Does the case file contain a service plan?			
(7) Does the case file clearly document what services were provided and when?			
(8) Does the case file clearly document specific ORP goals?			
(9) Enter the number of files that do not have documented goals.	**Enter number**		
(10) Enter the number of cases **closed.**	**Enter Number**		
(10) Are Outcomes documented (specific goals are achieved, alternate goals are identified when initial goals have not been achieved).			

VI.   Best Practices and Issues Encountered

(a)   Describe successful activities contributing to project outcomes:

_____

_____

_____

_____

(b) Describe specific issues or concerns encountered:

_____

_____

_____

_____

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VII. **Additional Comments and/or Questions from the Agency**

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_____

_____

VIII. **Findings and Recommendations/Corrective Actions**
(To be completed by ORS review team. Also see paragraph VIII in the base Quality
Assurance Review Guide)

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